



JOHNS HOPKINS
MEDICINE

JOHNS HOPKINS
HEALTHCARE

Partnering With Patients to Achieve Patient-Centered Care

National Medical Home Summit Preconference Symposium

Feb 28, 2010

Patient-Centered Care

The Institute of Medicine's 2001 report, *Crossing the Quality Chasm: A New Health System for the 21st Century*, calls for health care systems that:

- Respect patients' values, preferences, and expressed needs.
- Coordinate and integrate care across boundaries of the system.
- Provide the information, communication, and education that people want and need.
- Guarantee physical comfort, emotional support, and the involvement of family and friends.



The Guided Care Model

- Specially trained RNs based in primary care physicians' offices.
- Guided Care nurses collaborate with physicians in caring for 50-60 high-risk patients with chronic conditions and complex health care needs.
- Combines disease and case management skills.
- Partnership with patients and family caregivers for the long-term, usually for life, that recognizes their priorities, preferences, and cultural traditions.
- Treats patients holistically.



Key Word is “Relationship”

- With patient.
- With family caregiver.
- With physicians.



Time builds trust.



Initial In-Home Comprehensive Assessment

- Assessment and screening.
- Review medications.
- Evaluate home safety.
- Discuss social support.
- Discuss patient preferences and priorities.

Family Caregiver invited to participate.



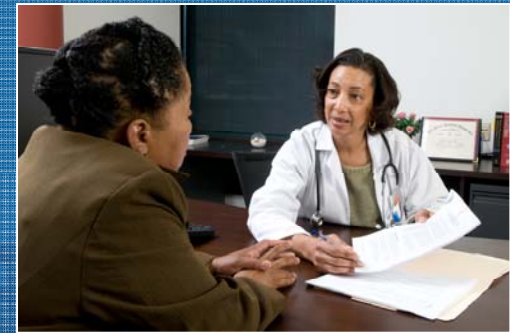
Evidence-Based Care Planning

Creates

- Evidence-based “Care Guides” and patient-friendly “Action Plans.”
- Follow up reminders.

Provides

- Decision support on drug interactions.
- Documentation of nurse-patient and caregiver encounters.



Patient and caregiver involved in personalizing care plan.

Electronic Health Record



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GuidedCare
'JHHC\CWitthauer' is
Version 1.4

My Work | **Search** | **Documents** | **Admin**

-- (DOB: 1/01/0001)

Add WorkList Item
Prelim Care Guide
Current Care Guide

Member
Contact List
Event Log
Insurance
Notes

Case List

Assessments
Conditions
Medications
Tests/Indicators
Medical History
Adverse Reactions
Devices
Health Management

Demographics

Name	--
Date of Birth	
Date of Death	
Race	
Gender	
Marital Status	
Primary Language	
Education	
Occupation	

Identifiers 0 record(s)

Type	Identifier	Start Date	End Date	Active
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Phones 0 record(s)

Type	Number	Ext.	Active	Last 3 Notes
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Addresses 0 record(s)

Type	Address 1	Address 2	City	State	Zip	Active	Last 3 Notes
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Sample Care Guide

Care Guide

Chronic Conditions

<u>Condition</u>	<u>Descriptive information</u>
Constipation	2 BMs per week, Abdominal Bloating 7 times per week
Depression	Onset - 1998, 0 drinks per week, GDS - 10/15, Suicidal Activity - no
Disability	Difficulty Bathing, Difficulty Doing Housework, Difficulty Shopping, Difficulty Traveling
Osteoarthritis	Pain Score - 7/10, Uses Walker (Not Functional), Area(s) most affected - Hip, Knee, Spine
Other	Condition Notes - cataracts
Other	Condition Notes - spinal stenosis
Persistent Pain	Pain Score - 7/10, Uses Walker (Not Functional), Cause - Arthritis, Most affected - Hip, Kne Back

Chronic prescription medications

<u>Name</u>	<u>Dose</u>	<u>Rte</u>	<u>Freq</u>
Nabumetone	750 mg	PO	BID
Oxycodone and Acetaminophen	5/325 mg	PO	BID
Tramadol	NA	PO	PRN
Bisacodyl	NA	PO	PRN
Sertraline	50 mg	PO	QHS
Acetaminophen	325 mg	PO	BID
Psyllium	1 tsp	PO	QD

Overall Adherence: Poor



Sample Action Plan

NOTIFY EILEEN IF I GO TO THE HOSPITAL!!!!

My Action Plan

Guided Care Nurse: Eileen Novak, RN, BSN

Phone #: 410-955-8979

Primary Physician: Maureen Benchaim, MD

Pharmacy: Rite Aid 410-323-8888

Morning



Noon



Afternoon



Bedtime



Take these medications even if I feel great:

					Notes
Dilantin 100 mg (Phenytoin)				3 pills	To prevent seizures
Timoptic 0.5% (Timolol)	1 drop both eyes			1 drop both eyes	Glaucoma
Alphagan 0.2% (Brimonidine)	1 drop right eye		1 drop right eye	1 drop right eye	Glaucoma- take about 8 hours apart
Azopt 1% (Brinzolamide)	1 drop both eyes			1 drop both eyes	Glaucoma
Lumigan 0.03% (Bimatoprost)				1 drop both eyes	Glaucoma
Tylenol 500 mg (Acetaminophen)	2 pills	2 pills	2 pills	2 pills	For hip Pain
Hydrochlorothiazide 12.5 mg	1 pill				For blood pressure

Take these medications only if I need to:

Zantac 300 mg (Ranitidine)					As needed for heart burn
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Promoting Self-Management

- Refer patients to a Chronic Disease Self-Management course (developed at Stanford) within the community.
- Patients learn to refine and implement their Action Plans.



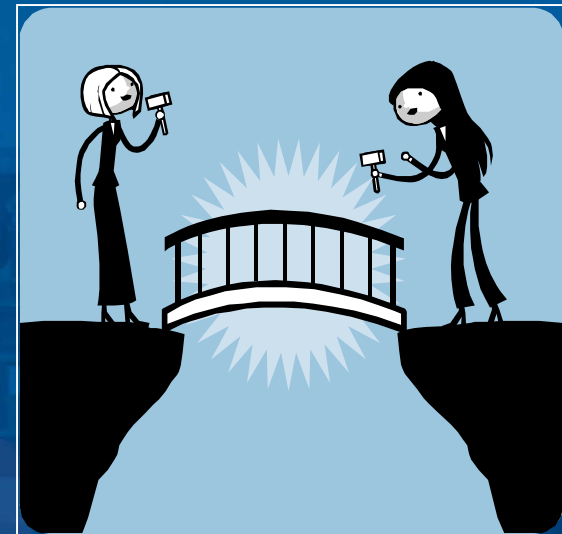
Monthly Proactive Monitoring

- Detect and address emerging problems.
- Identify and clarify patients' needs.
- Use motivational interviewing skills.



Coordinating Efforts Of All Providers

- Communication between patient, family, nurse, primary care physician, and specialists.
- Bridging gaps in care.



Smoothing Transitions Between Sites Of Care

- Bring Care Guide to hospital and visit patient.
- Prepare patient and caregiver for discharge.
- Perform home visit soon after discharge; reconcile medications.
- Coordinate patient's next appointment with primary care physician.
- Keep primary care physician informed.



Educating And Supporting Caregivers

- Caregivers' needs assessment.
- Education and referrals to community resources.
- Ongoing caregiver “coaching” and support.



Facilitating Access To Community Resources

Provide access to:

- Senior Centers
- Meals on Wheels/Eating Together Programs
- Adult Day Care Facilities
- Support Groups
- Exercise Facilitators
- Local Area Agency on Aging
- Local Transportation
- Respite



Results From A Multi-Site cRCT of Guided Care

Early data from a randomized controlled trial indicate:

- Improved quality of care.
- Reduced strain for family caregivers.
- Improved physician satisfaction with care.
- High job satisfaction for nurses.
- Net costs savings.

Boult C et al. *J Gerontol Med Sci* March 2008

Wolff JL et al. *J Gerontol Med Sci* June 2009

Leff B et al. *Am J Manag Care* August 2009

Boyd CM et al. *J Gen Intern Med* Dec 2009

Wolff JL et al. *Gerontologist* Dec 2009

Marsteller J et al. *Ann Fam Med* 2010 (in press)



Why Does This Collaborative Relationship Work?

- Patients' priorities, preferences and values are built into the plan of care.
- Patients trust their Guided Care nurse.
- Primary care physicians trust the Guided Care nurse.
- Patients and families can easily access the Guided Care nurse.
- The Guided Care nurse keeps the primary care physician informed of changes with the patient.
- The Guided Care nurse helps the patient and family for the long-term, usually for life.

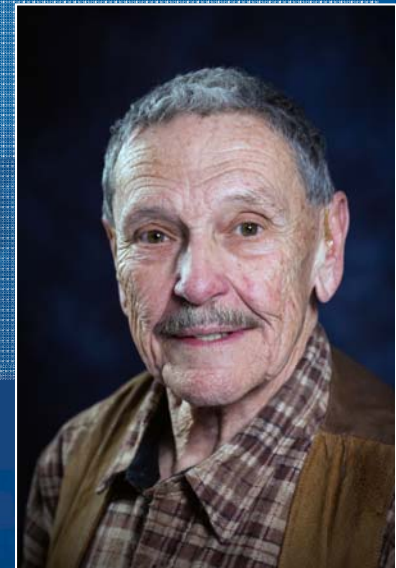


What Do Patients Say About Their Guided Care Nurse?

“It is like having a nurse in the family.”

“Having a Guided Care nurse – someone to relieve the anxiety, reconcile the problems, coordinate my care – has been a priceless asset. She is more than a nurse, she is my friend.”

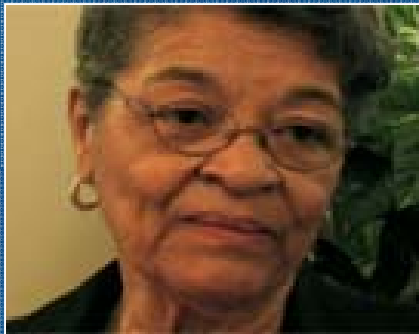
“Since the nurse has been working with me, I feel better. Also, I am using the Action Plan that she gave me and I know what problems to look for and how best to take care of myself.”



What Do Family Caregivers Say About Their Guided Care Nurse?

“As my mother-in-law’s primary caregiver, our Guided Care nurse has been a critical asset in getting timely answers to questions and dealing with emergencies, especially when they surface while I am at work.”

“My husband’s Guided Care nurse has helped in my role as caregiver. She is a liaison between patient and doctor when I’ve needed medications, contacts, or even hospitalization. She has given me lots of moral support. Knowing that I am going to hear from her is a source of strength for me.”



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Questions?



For More Information About Guided Care

www.GuidedCare.org

